

Client: Department of Communities and Local Government

Xantura product / service: Strategy technology consulting

Date of engagement: August 2008 to March 2009

Client background & challenge

The Local Government White Paper, published in October 2006, established the need for a comprehensive transformation in the relationship between central and local government, and the way in which local government services were planned and delivered.

This ambitious programme raised a number of challenges, spanning policy, cultural, performance and operational boundaries.

“The EPDM engagement was completed to time and budget and has established a strategic platform from which CLG plans to deploy a comprehensive partner data sharing programme of work.”

Communities and Local Government

Intrinsic to this transformation was the assumption that local government agencies working in partnership at a local level would be more responsive to the needs of citizens and consequently deliver better services more efficiently.

Effective data sharing across local government boundaries represents one critical challenge to the effective transformation of services.

In this context the Department of Communities and Local Government (CLG) commissioned xantura to develop a strategy and programme of work to challenge assumptions and constraints to the sharing of data between public sector agencies.

The engagement needed to look at both aggregate (performance) data and disaggregate (personal) data to quantify the benefits that could be accrued from improved data sharing.

Based on this business case, the engagement needed to propose an operational / technology model for realising projected benefits.

All deliverables needed to be developed jointly with a small number of Local Strategic Partnerships and establish a programme of work that CLG could take

forward independently.

“In addition to delivering technology innovation, xantura also brought fresh thinking to address business and political barriers... delivering a comprehensive, holistic strategy.”

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Engagement delivery

The engagement was completed over an eight month period and involved over 40 interviews and presentations across central, regional and local government.

Deliverables included a full business case (developed to HM Treasury green book guidelines), a technology model and a programme definition.

xantura also established a provisional list of 15 LSPs who were interested in deploying the proposed solutions as part of any future EPDM programme.